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Fall 2008

Updates and Highlights

By Rick Hall, Executive Director

As always, we very much appreciate your interest in our activities and for taking the time to read our Newsletter. I recently looked back at the long list of projects that we compiled back in January and set out to finish before the end of this year. I'm happy to report that we're on schedule to complete them all by the year end. Once again, my thanks go to our great staff and Board members. Here is what has been happening since our last newsletter:

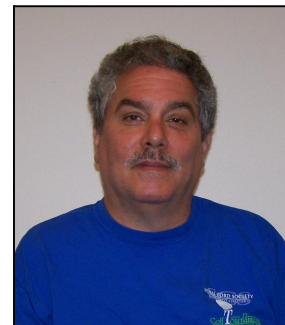
Governor Appoints New HCQA Board Chair

Beth Brown was recently appointed by the Governor to be the new Chair of the HCQA Board. Beth lives in Vancouver, Washington and serves as a council member for the local Area Agency on Aging. She is also a representative to the Governor's State Council on Aging and is the appointed representative from that Council to the HCQA. Beth is a Registered Nurse and has worked in Public Health in Massachusetts and Alaska. She was on active duty in the US Air Force for 11 years from 1961 to 1972 including two tours of duty as an aero medical evacuation nurse in Vietnam. She served another 11 years in the Air Force Reserve, retiring as a Lieutenant Colonel in 1984. Beth moved to the Portland, Oregon area in 1987 and worked for the Oregon Health Division until she retired in 1998. Beth continues to serve her community as a Guardian ad Litum and now of course as Chair of the HCQA Board. Beth succeeds outgoing Chair Charley Reed.

Welcome New Board Members

I am also pleased to announce that the Governor has recently appointed Andy Bell, Thomas Bungert and Nicki Thomas to the HCQA Board. Our thanks go to all of you for your willingness to serve. On behalf of the Home Care Quality Authority, welcome!

Andy Bell, a chemistry major at the University of Washington, was working towards a career as a Goldsmith until a sporting accident while vacationing in Mexico rendered him tetraplegic. Andy is very active in community affairs. He is a Board member of the Northwest Chapter of the Spinal Cord Society. He also serves on the South Sound Advisory Committee for the Home Care Referral Registry. In addition, Andy is an Advisory Board member of Harmony Hill of Union, a cancer retreat center. He also works to raise money for Spinal Cord Injury cure research. In his spare time, he enjoys computers and gardening with assistance. Andy serves on the HCQA Board as a consumer representative.



Andy Bell

More Updates and Highlights

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Thomas Bungert

Thomas Bungert has been an active member of the Northwest Paralyzed Veterans of America. In 1996, he was elected by his peers to become a Board member to serve fellow veterans. Tom is currently the Membership Director for PVA. He has also served on the Pierce Transit Advisory Committee, Sound Transit Advisory Committee, and currently is a Service Officer with the Veterans Administration Volunteer Service. Tom spends time at the Seattle VA, University of Washington, and various other facilities helping people in any way that he can. He also plays power soccer at Life Center in Tacoma and also plays at the National Veteran Wheelchair Games each year, which is the largest wheelchair competition in the United States." Tom serves on the HCQA Board as a consumer representative.



Nicki Thomas

Nicki Thomas has 31 years of experience working with children with disabilities, vulnerable adults and seniors in all types of long term care settings. As a Registered Nurse she has spent her career devoted to serving the long term care community in California, Oregon and Washington. Currently, Nicki finds herself on numerous Boards and Commissions that work with agencies to provide long term care and supportive services at county and statewide levels. She and her husband live in rural Wahkiakum County in the town of Cathlamet. They are members of the Coast Guard Auxiliary, Flotilla 71 based in Longview. Nicki serves on the HCQA Board as a representative of the Governor's Committee on Disability Issues and Employment.

2008 Consumer and Provider Surveys are Ready

Consumer Mail Survey – Researchers from Washington State University (WSU) on behalf of HCQA sent out 3000 surveys in a process that included an identified subset of 1000 Registry users, language translations, a language request postcard and a reminder postcard. The purpose of this survey was to measure consumer satisfaction with Registry services as well as build on other baseline data that was established in previous surveys. We had a very good response rate at 30 percent. This is a good jump from our last two surveys which came in at 22 percent participation. The WSU researchers have compiled the data and the final report is completed. You can find it on our website at www.hcqa.wa.gov and click on the link “**HCQA Surveys/Studies.**”

Provider Phone Survey - Researchers from Washington State University on behalf of HCQA conducted 603 phone surveys including a subset of 192 individual providers that are listed on the Referral Registry. WSU also provided major language translations, etc. The purpose of this was to measure provider satisfaction with Registry services as well as build on other baseline data that was established in previous surveys. The response/participation rate was over 50%. The WSU researchers have compiled the data and the final report is completed. You can find it on our website at www.hcqa.wa.gov and click on the link “**HCQA Surveys/Studies.**”

Strategic Plan/Budget

Our 2009-2011 Strategic Plan has been completed and has been approved by the HCQA Board. This Strategic Plan was completed in a process that included drafting by the Strategic Plan Subcommittee of the HCQA Board and from input from stakeholders. Our 2009-2011 Plan has been sent to the Office of Financial Management and we have submitted a decision package along with the rest of the required budget documents based upon it. We have also posted the Strategic Plan on our website for your convenience.

More Updates and Highlights

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Collective Bargaining

SEIU Healthcare 775NW and the Office of Financial Management (OFM) were not able to come to an agreement on most of the major economic issues being negotiated between them. These issues included wages, certification premiums, health insurance eligibility issues, retirement and training language. Because of this, the parties reached an impasse in negotiations and ultimately, the outstanding proposals were presented by each side to Arbitrator Timothy Williams during almost two weeks of hearings and testimony. Mr. Williams will make a final and binding decision on the issues prior to September 30th. OFM Labor Negotiator Diane Lutz has been leading the negotiating team that includes HCQA Board member Jesse Magana and HCQA Board Chair Beth Brown, along with myself and representatives from various administrations of the Department of Social and Health Services.

Marketing Plan

We continue to develop and pilot our marketing pieces in several areas of the state. Lately we have been marketing in Eastern Washington in Adams, Chelan, Douglas, Grant, Lincoln and Okanogan Counties with billboards in Wenatchee along with newspaper and radio advertising. In addition, we have been working with Comcast on public service pieces highlighting the Referral Registry. These are scheduled to air several minutes before the hour on CNN Headline News.

You can see Kristine Glasgow, Registry Administrator for Spokane and Whitman Counties, speaking about the Referral Registry in a piece for Eastern Washington and our own Sherri Wills-Green in a piece for Western Washington. Thanks to Kristine and Sherri – they both did a great job.



Billboard Sample



Poster Sample

Consumer Resource Manual

We have been working for several months on a manual and directory of services for seniors and persons with disabilities regardless of whether they receive public funding or self-pay for services. This manual, with a working title *"Stay Right Where You Are"* is intended to help consumers stay in their own homes for as long as is safely possible. The manual will be an easy to use guide and directory to help people sort through information on services and supports that can otherwise be complex and downright overwhelming. Each chapter is intended to be structured so that it can be used independently of the rest of the manual so that a user does not have to go through the entire book – although we hope that they do. It also contains a topical directory of services, a government directory and practical suggestions throughout. We hope that it will be a convenient tool especially for those folks and their families who haven't yet had to deal with the complexities of in-home services and supports. Many thanks go to **Grier Jewell**, formerly of the ARC of Washington, for her valuable research and assistance on this project. We hope to have this project ready for the printer early next year.



Referral Registry Services Update

By Sherri Wills-Green, Director of Referral Registry Services

The second annual Home Care Referral Registry training took place the second week of September in Leavenworth, WA. We had 32 Registry Coordinators and/or Managers in attendance and covered a wide variety of topics. Rick Hall covered 'Growth and Changes' over the past year and Performance Measures used to evaluate Registry services. Lisa Livingston covered Outreach and Promotions, Emergency Preparedness and the HCRR Tool Box. Other covered topics included a review of the new HCRR Operations Manual, Customer Service, Referral Credibility and Case Manager Relationships. Vicki Payne kept us organized and took a lot of great pictures. Out of the training, came a renewed commitment to providing not just good service but the kind of customer service a person won't forget. The HCRR staff were able to spend some time sharing ideas, challenges and best practices with each other in order to improve operations. All in all, it was a good use of our time and energy and people are already looking forward to next year!



Left: Sherri Wills-Green presents information to Registry Coordinators at annual training in Leavenworth. Right: Coordinators gather to discuss Registry operations.

Provider Recognition Event Hosted by Pierce Referral Registry Office

Pierce County Home Care Referral Registry celebrated their Individual Provider's with a dinner at Pizza Casa in Lakewood on September 18th. It was an opportunity for the Registry to thank and celebrate the Providers enrolled on the Registry and their commitment to providing the best care for our clients.

Each provider was given a tote bag and presented with a pin and certificate of appreciation. This dinner also provided an opportunity for the providers to network with one another. The HCRR would like to thank those who attended and can't wait to do this again next year!

Right – Providers and Registry staff pause for photo during recent recognition event.



HOME CARE REFERRAL REGISTRY OPERATORS:

SOUTH CENTRAL SERVICE AREA

Serving Kittitas and Yakima Counties ~ Operated by SE Washington Aging and Long Term Care

SOUTH EAST SERVICE AREA

Serving Benton, Franklin, Walla Walla, Columbia, Garfield and Asotin Counties ~ Operated by SE Washington Aging and Long Term Care

PIERCE SERVICE AREA

Serving Pierce and Kitsap Counties Operated by Professional Registry of Nursing, Inc. (PRN)

NORTHWEST SERVICE AREA

Serving Whatcom, Skagit, Island and San Juan Counties ~ Operated by Sunrise Services, Inc. ~ Community Trades and Careers

SOUTH SOUND SERVICE AREA

Serving Lewis, Mason and Thurston Counties ~ Operated by Lewis-Mason-Thurston Area Agency on Aging

SNOHOMISH SERVICE AREA

Serving Snohomish County Operated by Sunrise Services, Inc.

SPOKANE SERVICE AREA

Serving Spokane and Whitman Counties ~ Operated by Aging & Long Term Care of Eastern Washington (ALTCEW)

NORTHEAST SERVICE AREA

Serving Ferry Stevens and Pend Oreille Counties ~ Operated by Rural Resources Community Action and ALTCEW

KING SERVICE AREA

Serving King County ~ Operated by Professional Registry of Nursing, Inc.

NORTH CENTRAL SERVICE AREA

Serving Okanogan, Chelan and Douglas Counties ~ Operated by Professional Registry of Nursing, Inc.

EAST CENTRAL SERVICE AREA

Serving Lincoln, Grant and Adams Counties ~ Operated by PRN

OLYMPIC & PACIFIC SERVICE AREA

Serving Clallam and Jefferson, Grays Harbor and Pacific Counties Operated by Olympic Area Agency on Aging

SOUTHWEST SERVICE AREA

Serving Klickitat, Skamania, Clark, Cowlitz and Wahkiakum Counties ~ Operated by CDM Services

HCQA Open House Well Attended

By Vicki Payne, Executive Assistant

After a year of planning and several months of settling into the new office, the big day finally arrived. HCQA Staff and Board Members hosted an open house on Tuesday, August 19th. The event was well attended and everyone had a chance to tour the new office and visit with friends and co-workers. The comments were unanimous—great location and great office!

One of the highlights of the afternoon was the opportunity for visitors to view HCQA's new rotating art exhibit and to meet the artist. Marcy Deutsch is a delightful young woman who uses her art to overcome the obstacles of autism. She draws primarily animals and birds, and her paintings are very colorful and expressive. Many visitors had the opportunity to chat with Marcy. Marcy's paintings will be on display at HCQA through October 31st. You can also learn more about Marcy and her art at www.crittersonthings.com.

If you were unable to attend the open house and haven't had a chance to visit our new office, please contact me at 360-493-9363 or vpayne@hcqa.wa.gov. I'd love to give you a personal tour!



Guests, board members and staff enjoy recent open house event at the Home Care Quality Authority office.

Referral Registry Makes the Connection for Residents in Rural Washington State

When Robyn Mikkelsen was looking for someone to help care for her ailing husband Martin, she knew what she was up against. Working as a care provider herself and living in a rural area near the town of Omak, Robyn knows firsthand that services and resources can be sparse. Financially, Robyn, had to keep working, and knew that leaving Martin home alone was no longer an option. To add to Robyn's concerns, her husband's care needs were escalating quickly, so she knew she needed to find help right away.

Robyn was determined to find someone that understood both her husband's physical as well as emotional needs. It wasn't going to be easy, but as a care provider of 14 years, she had high expectations. She found a couple of people to help initially, but they didn't work out, so she was left to continue looking once again. Undeterred, she turned to the Home Care Referral Registry.

The Home Care Referral Registry matches the needs of Washington State residents who receive publicly-funded, in-home care with pre-qualified in-home care providers. She called Jackie Menger, the Referral Registry Coordinator for the Omak area. "Jackie was my angel in disguise" states Robyn.

She told Jackie about her situation and her husband's urgent need for a care provider to assist him.

Reassuring Robyn, Jackie promptly began gathering the necessary information about Martin and also worked with his case manager at Aging and Adult Care of Central Washington.

In less than two days, Jackie was able to present a list of care providers that matched Martin's needs to Robyn, to begin her search for assistance. After several discerning interviews, checking references and background information, as well as support and guidance from Jackie, Robyn was able to find the perfect match.

Looking back, Robyn recalls that "I just didn't know what would happen day-by-day with my husband, I just knew that the person that would be helping my husband had to be qualified, reliable and most importantly, treat him with dignity and respect." Through all the ups and downs of Martin's rapidly declining health and eventually his passing at home, Robyn recalls, "Martin's care provider was just a blessing; she was gracious and understanding through all of it. I was fortunate to have found Jackie and the Referral Registry." Robyn still works as a care provider in the Omak area, and still keeps in touch with Jackie at the Referral Registry.

The Home Care Referral Registry matches the needs of those who receive publicly funded in-home long term care services with pre-qualified in-home care providers. You can connect with a Registry Coordinator in your area by calling 1-800-970-5456.

HCQA Board Members

- ❖ Elizabeth Brown,
Chair, Vancouver
- ❖ Andy Bell, Union
- ❖ Thomas Bungert,
Tacoma
- ❖ Stan Fukui, Bothell
- ❖ Nan Kelly, Spokane
- ❖ Jesse Magana,
Vancouver
- ❖ Dennis Mahar,
Olympia
- ❖ Nicole Selene,
Everett
- ❖ Nicki Thomas,
Cathlamet

Board Activities

• Board meeting, October 21st 2008, 10:00am – 2:00pm

HCQA Board Room, 4317 6th Avenue SE, Suite 101, Lacey, WA 98503

Board meeting schedule and more information available on-line at:

www.hcqa.wa.gov

• Congratulations to Charley Reed and Brenda Carlstrom

Brenda and Charley were founding members and served six years on the HCQA Board. Awards for years of service and contribution to the Agency were presented at the last Board meeting held in August.



The Home Care Quality Authority Board consists of nine members appointed by the governor. Each board member serves a term of three years (RCW79.39A.230). The board includes five members who are currently using or have formerly used long-term individual care services.

Left - Rick Hall recognizes Charley Reed and Brenda Carlstrom for their years of service with HCQA.

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